Communications and Information

INFORMATION TECHNOLOGY (IT) SERVICE OPTIONS FOR UNITED STATES TRANSPORTATION COMMAND (USTRANSCOM) CUSTOMERS

This publication presents Information Technology (IT) services that are provided by Command, Control, Communications and Computer Systems Directorate (TCJ6) for customers assigned to USTRANSCOM. Send comments and suggested improvements on Air Force Form 847, Recommendation for Change of Publication, to USTRANSCOM/TCJ6-OI.

1. PURPOSE: This publication provides a reference of available IT services that TCJ6 provides for USTRANSCOM users.

2. APPLICABILITY: This publication is applicable to all military and government civilian personnel assigned or attached to USTRANSCOM, Scott AFB, Illinois. This publication also applies to other personnel working at USTRANSCOM, Scott AFB, Illinois who are hired under a contract that mandates government furnished equipment.

3. BACKGROUND: TCJ6 continues a concerted effort to simplify IT service options for USTRANSCOM customers. The focus of these IT services is to make the process of selecting and receiving telecommunications services as simple as possible for the user.

4. TIER 1--BASIC SERVICES:

4.1. All USTRANSCOM IT customers will receive a standard complement of IT services and equipment.

4.2. Tier 1 services include:

4.2.1. Unclassified workstation and monitor

4.2.2. Telephone

4.2.3. Standard USTRANSCOM software suite, as defined by Designated Approving Authority

4.2.4. Robust network connectivity

4.2.5. Network printer access

4.2.6. Help Desk support

4.2.7. Some IT customers, according to need as adjudicated by the Command, Control, Communications and Computer Systems (C4S) Advisory Board, will receive a classified workstation connected via a switchbox to a monitor, a keyboard, and a mouse.

4.2.8. Some IT customers, according to need, will receive a secure telephone at their workspace. This device will be either a Secure Telephone Equipment (STE) or Secure Telephone Unit III (STU-III).

4.3. Basic services are provided through the customer's directorate Functional Area Communications and Computer Systems Manager (FACCSM) or the Help Desk.

4.4. Approval for nonstandard software may be acquired through the directorate FACCSM. The request must be documented by creating an Automated Communications-Computer System Requirements Document (ACSRD) on the ACSRD system. The C4S Advisory Board has approval authority of nonstandard software on USTRANSCOM workstations.

5. TIER 2--ADDITIONAL SERVICES:

5.1. Availability/Funding:

5.1.1. As a general rule, these services are available to Directors and Deputy Directors. TCJ6 will fund, purchase, and account for Tier 2 services for Directors and Deputy Directors.

5.1.2. Other customers may request these services upon acquiring approval from their respective Director. The approving directorate will provide funding to TCJ6 who will purchase and account for the services.

5.2. Tier 2 services, for use in accordance with applicable DOD and USTRANSCOM directives and instructions, include all Tier 1 services plus:

5.2.1. Cellular phone for use in compliance with USTRANSCOM Policy Directive 33-10, Cellular Telephone Management

5.2.2. PDA (Personal Digital Assistant)

5.2.3. Laptop computer

5.2.4. Blackberry (Wireless E-Mail Device)

5.2.5. Special software

5.2.6. Pager

5.2.7. DVD

5.2.8. STE or STU-III for residential installation

5.2.9. Color/special printer

5.2.10. Scanner

5.2.11. Digital Modem

5.3. These services are provided to Directors and Deputy Directors by the Flag Support Office, 229-1001.

6. TIER 3--FLAG OFFICER SERVICES:

6.1. TCJ6 provides services from this group to Flag and General Officers and their direct support staff as approved.

6.2. Tier 3 services include Tier 1 and 2 services plus:

- Home Computing and Communications Needs
- Special Phone Systems (DRSN – Defense Red Switch Network)

6.3. These services are provided by the TCJ6 Flag Support Office, 229-1001.

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  and Computer Systems